

Query from Slashdot.org re: Blue Coat devices used by Syrian government

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Timothy Lord To whom it may concern: My name is Tim Lord. I hope e-mail this site Slashdot

Oct 11

Schick, Steve to me

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Tim,

Thanks for your note and the opportunity to respond to your questions.

Blue Coat does not sell to Syria and neither do we provide any kind of technical support, professional services or software maintenance. To our knowledge, we do not have any customers in Syria.

U.S. companies are prohibited from selling to Syria. In addition, we do not allow any of our resellers, regardless of their location in the world, to sell to an embargoed country, such as Syria.

We have seen logs posted that are allegedly from a Blue Coat appliance in use in Syria. From these logs, we see no firm evidence that would determine there is Blue Coat equipment in Syria; in fact, it appears that these logs came from an appliance in a country where there are no trade restrictions. In addition, the log files appear to have come from a third party server that was storing log files uploaded from one of our appliances. The allegation that an organization penetrated one of our appliances through a security hole is flatly not true. There are no known vulnerabilities of our appliance that would allow such an action.

I hope this information is helpful.

Best regards,

Steve Schick

